



Service Bulletin

File in Section: -

Bulletin No.: PIC5820B

Date: May, 2013

PRELIMINARY INFORMATION

Subject: Base Radio Volume, Station, Clock, Preset Stations, Display Lock-Up Concerns Or HVAC Temperature Display Stays On LO Or HI

Models: 2013 Cadillac ATS built prior to 2/19/2013
with Base Radio (RPO RAO) without Color Touch Screen (RPO UA3)

This PI was superseded to update subject line and add labor operation. Please discard PIC5820A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customer may comment that they have one or more of the following concerns:

- Unable to adjust radio volume
- Radio doesn't retain previous station after an ignition cycle
- Displays 87.9 FM and clock 12:00 after ignition cycle
- Display randomly locks up and HVAC displays only HI or LO when changing temperature (temperature changes but the display stays stuck on HI or LO)
- Loss of radio presets
- OnStar interface - Screen doesn't return to previous selection (i.e. radio), after an OnStar call is made.

Recommendation/Instructions

Revised calibrations are now available to resolve these concerns. Reprogram the radio with the latest calibrations available in TIS2WEB.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.